

**Before the
Federal Communications Commission
Washington, D.C. 20554**

In the Matter of)	
)	
Designation of 211 and 511 as)	CC Docket No. 92-105
Abbreviated Dialing Arrangements)	

**REPLY COMMENTS OF THE METROPOLITAN TRANSPORTATION
COMMISSION (MTC)**

MTC hereby submits its Reply Comments to the Comments on the status of 511 to determine whether the 211 and 511 dialing codes are being utilized in the manner for which they were assigned.

MTC has operated a 511 system in the nine county San Francisco Bay Area of California since December 2002. The population of the Bay Area and the service area for 511 is approximately 7.1 million residents. The initial service provided information on roadway congestion and incidents, transit information (schedules, fares, service disruptions) for over 40 transit agencies and over 20 paratransit agencies, bicycling information, and ridesharing information. On air quality alert days, the system also provides information on the alert and the options travelers have to reduce the severity of the air quality problem. In March 2004, the service was improved to include real-time estimates of driving times on approximately 40% of the region's highways and freeways. Since that time, the driving time feature has expanded incrementally to include virtually the entire Bay Area freeway system. In addition, the 511 service includes real-time arrival times for some of the transit routes in the City of San Francisco. This feature allows users to find out when the next bus or train will arrive at the desired stop or station through the 511

phone or web services. Real time arrivals will expand to most of the major transit providers in the Bay Area over the next few years.

The 511 system replaced an existing telephone information system that had been in place since the mid-1990's and utilized a nine-digit number. That system received approximately 60,000 calls per month. During the first month of operation, the new 511 service received approximately 150,000 calls, two and a half times the average number placed on the old system. Usage has continued to increase and we now receive approximately 400,000 calls per month.

From the increase in usage, one can see how popular the 511 service has become. We have also conducted user surveys of our service. In a survey of approximately 1,000 users of the 511 telephone service in 2003, a large majority of respondents (90%) stated that they are very or somewhat satisfied with the service. That percentage increased to 92% in a similar survey in 2004. Users' top reasons for satisfaction with the service are that they quickly get information they need, information is accurate, and the system is easy to use. In 2004, 96% of respondents stated that they are very or somewhat satisfied with the overall ease of using the 511 service.

The value of the 511 service was demonstrated recently in the Bay Area. On Sunday, April 29 a tanker truck collided with structural elements of the "MacArthur Maze" in Oakland, California, burst into flames and literally melted the structural steel in one of the bridges. The result was that two critical connectors in the I-80, I-580, and I-880 interchanged were closed for extended periods of time. The resulting demand on the 511 system was unprecedented. People were not sure which roadways in the area were open and which were closed. They used the 511 system to determine if they could travel to their desired destination, if there were reasonable alternative routes to how they could get there, how they could travel by transit or ridesharing, and how long it would take to make

their trip. The 511 phone system received almost four times the usual number of calls, and use of the Traffic web page increased more than ten times over a typical Sunday. MTC will continue to strengthen the capacity and functionality of the 511 phone system to provide information in emergency situations.

The 511 numbering has proved to be extremely beneficial to travelers in our region. While a variety of factors including the introduction and marketing of new features have contributed to growth in use of 511, the fact that the 511 number is easy to remember and dial is key. Our 511 service has been a great benefit to and popular service with the citizens of the San Francisco Bay Area. That benefit is magnified when an emergency or disaster strikes, when we most need to support our constituents. We believe the system is being utilized as envisioned when the 511 code was first assigned and that the Commission does not have to take further action to facilitate its use.